

# Appendix C

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Appendix C contains information regarding good interview techniques for Intake Analysts.

## Good Interview Techniques for LOCET Intake Analysts

### Avoid Leading Questions

Intake Analysts must always be aware of the manner in which they are asking the questions to the applicant. The questions should be asked in an objective manner. That is, they should be worded so as not to lean toward an answer.

For instance: “Did you have help preparing your supper last night?” is a question which is phrased in an objective manner. The listener is not swayed by anything in the wording which might cause him to want to answer one way or the other. The listener is left to answer any way he wants, and therefore, is more likely to give accurate information than when answering a leading question.

An example of the same question, phrased in a leading manner would be: “You didn’t have any help preparing supper last night, did you?” In this example, the questioner added a predisposition to the question and alerted the listener that he did not expect the answer to be “yes.” A listener who is easily swayed in conversation might answer “yes” to this leading question more easily than to argue with the questioner.

Leading questions must be avoided in an effort to obtain full, complete and accurate information during the LOCET interview.

The Pathway questions must be asked in the order in which they appear in LOCET. The scoring method built within the LOCET Software will identify applicants who meet LOCET Level of Care based upon their LOCET answers.

The analyst will ask the designated questions clearly and slowly enough for the informant to understand and comprehend. The analyst will answer any questions that the informant may ask regarding the meaning of the question or any clarification of answer selections. The analyst will encourage the informant to give accurate answers so that a clear picture of the applicant’s physical and functional abilities may be determined.

## Use Best Judgment

The Intake Analyst will occasionally encounter situations where the applicant states one answer in obvious contrast to observed information to the contrary. When this occurs, the Intake Analyst must probe further, either with others who are available to ask, or from chart records which might be available to give information relative to the look-back period.

An example of a situation where this might be needed is this: An elderly applicant states that he received physical assistance with ambulation four times in the last seven days. When the Intake Analyst asks about the activity of toileting, the applicant states, "No, I did that by myself." Additional probing would be warranted here in order to ensure that the activity of toileting is coded correctly in light of the need for assistance with ambulation. If, during the probing the Intake Analyst learns that the applicant did indeed receive assistance from someone with toileting during the look-back period, the LOCET answer should reflect that level of assistance received, even though the applicant denies it. The Intake Analyst must use his or her best judgment in determining which source of information is more accurate.

**The answers that the Intake Analyst codes in the LOCET must be the analyst's best judgment of the correct answer based on all available sources of information.**